

# United States Department of the Interior

## BUREAU OF LAND MANAGEMENT

Nevada State Office  
P.O. Box 12000  
Reno, Nevada 89520-0006

IN REPLY REFER TO:  
1132 (NV-930) P

June 24, 2003

EMS TRANSMISSION 6/24/2003  
Information Bulletin No. NV-2003-093

To: Field Managers, Nevada  
Attn: National Conservation Area Managers, Nevada

From: Deputy State Director, Natural Resources, Lands & Planning

Subject: Customer Comment Cards

DD: 07/08/2003

Current data collection methods are being used to gauge customer satisfaction, in conjunction with other business data, for analysis and program improvement. Washington Office is currently performing customer research for various BLM programs, which includes a combination of telephone surveys and customer comment card surveys. This bulletin addresses the customer comment card portion of the process.

Max Lockwood, Washington Office Customer Research Lead, is asking each state which field offices might be interested in receiving some meaningful and useful input from their customers. Mr. Lockwood is asking Nevada to target specific program areas where we want to see public response to our efforts to improve service delivery. There are four areas of interest, which include land management transactions, rights-of-ways, individual recreation sites, and visitor centers/public rooms. There are three methods to gain responses to customer comment cards, which include postal mailings, on-site handouts, or internet. The Nevada State Office Public Room staff has offered to assist with the mailings of the comment cards to our customers. However, on-site surveys would need to be conducted by field office staff.

Attached are examples of the customer comment cards. Please provide a couple programs and/or areas you might be interested in conducting customer comment responses to me by July 8, 2003. If you have any questions, please contact Anna Atkinson of my staff at 775.861.6628.

Signed by:  
Margaret L. Jensen  
DSD, Natural Resources, Lands & Planning

Authenticated by:  
Florence Kopec  
Staff Assistant

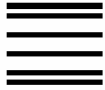
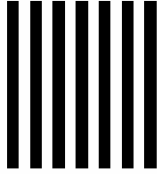
### 1 Attachment

1. Customer Comment Cards (8 pp)

### Distribution

Director (WO-250), (Attn: Brad Cownover)  
Director (WO-830), (Attn: Max Lockwood)  
NV-912, (Attn: Jo Simpson)  
NV-956, (Attn: Dave Morlan)

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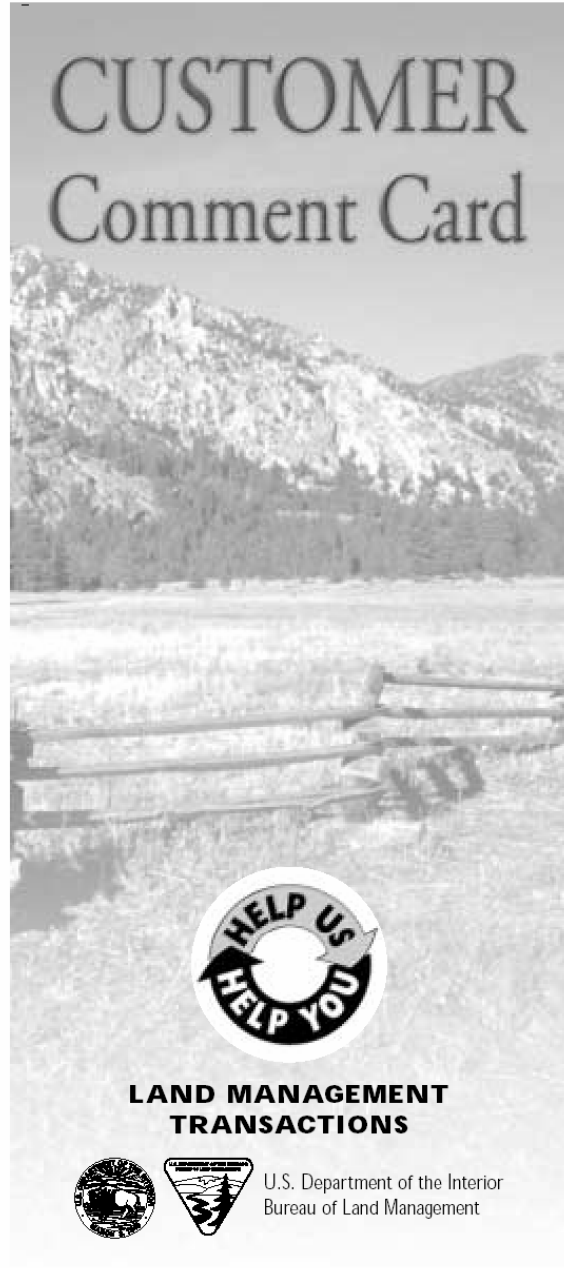


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## LAND MANAGEMENT Transactions

We are working hard to improve our way of doing business with you. Your feedback on how we're doing is vital to improving our service!

Name of BLM office: \_\_\_\_\_

Date of visit or service: \_\_\_\_\_

Please check the following category that best describes the reason for your visit:

- ☐ Acquisition of Non-Federal Lands  
☐ Recreation and Public Purpose Disposal  
☐ Land Exchange      ☐ Land Sale  
☐ Agricultural Entry      ☐ Other Conveyances

Please tell us how satisfied you were with the following:

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied	Not Applicable
1. Processing your land transaction application/ proposal in a timely manner.					
1	2	3	4	5	6
2. Responding promptly to your information requests.					
1	2	3	4	5	6
3. Having personnel who reflect a friendly, cooperative attitude.					
1	2	3	4	5	6
4. Explaining laws, regulations, and policies clearly.					
1	2	3	4	5	6
5. Providing adequate opportunities to resolve issues and disputes.					
1	2	3	4	5	6
6. Providing adequate opportunities for public involvement and comment.					
1	2	3	4	5	6
7. Working with other Federal, State, and local government agencies, as well as tribal entities, to provide better service.					
1	2	3	4	5	6
8. Overall satisfaction with the service you received.					
1	2	3	4	5	6

Please elaborate on your answers or provide other comments on how we can better serve you:

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OPTIONAL: If you wish to be contacted by your local BLM office, please provide your name and contact information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

VISIT US ON THE WEB: [www.blm.gov](http://www.blm.gov)

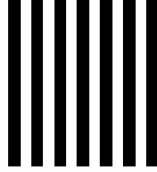
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### PAPERWORK REDUCTION ACT STATEMENT

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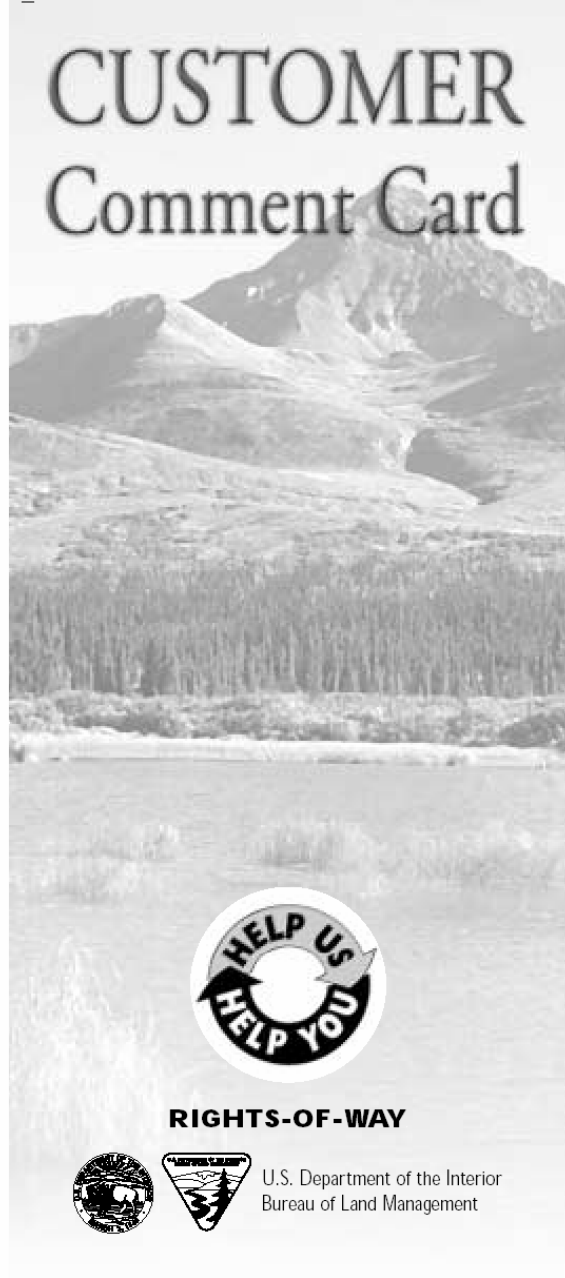
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# CUSTOMER Comment Card



## RIGHTS-OF-WAY



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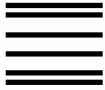
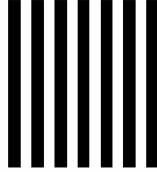
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E-mail \_\_\_\_\_

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# CUSTOMER Comment Card



## RECREATION SITES AND EDUCATIONAL INFORMATION



U.S. Department of the Interior  
Bureau of Land Management

## RECREATION SITES and EDUCATIONAL INFORMATION

We are working hard to improve our way of doing business with you. Your feedback on how we're doing is vital to improving our service!

Name of BLM office: \_\_\_\_\_

Name of facility or campground: \_\_\_\_\_

Date of visit or service: \_\_\_\_\_

Purpose of visit or contact: \_\_\_\_\_

Please tell us how satisfied you were with the following:

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied	Not Applicable
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1. Having sufficient facilities for the purpose of your visit.

**1** **2** **3** **4** **5** **6**

2. Providing adequate signs and directional displays to sites and facilities.

**1** **2** **3** **4** **5** **6**

3. Making buildings and facilities accessible to people with disabilities.

**1** **2** **3** **4** **5** **6**

4. Having personnel who reflect a friendly, cooperative attitude.

**1** **2** **3** **4** **5** **6**

5. Explaining laws, regulations, and policies clearly.

**1** **2** **3** **4** **5** **6**

6. Providing interpretive or educational opportunities to help you better understand the importance of this area.

**1** **2** **3** **4** **5** **6**

7. Overall satisfaction with the service you received.

**1** **2** **3** **4** **5** **6**

If you paid a fee for this use, please indicate how much you agree or disagree with these statements:

8. The value of the recreation opportunities and services you experienced was at least equal to the fee you were asked to pay.

**1** **2** **3** **4** **5** **6**

9. The fees charged at this site are fair and consistent with fees charged at other Federal, State, or local recreation facilities.

**1** **2** **3** **4** **5** **6**

Please elaborate on your answers or provide other comments on how we can better serve you:

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OPTIONAL: If you wish to be contacted by your local BLM office, please provide your name and contact information:

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

VISIT US ON THE WEB: [www.blm.gov](http://www.blm.gov)

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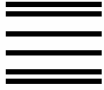
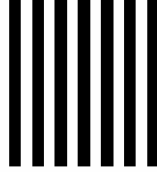
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# CUSTOMER Comment Card



**PUBLIC ROOM**



U.S. Department of the Interior  
Bureau of Land Management



## PUBLIC ROOM

We are working hard to improve our way of doing business with you. Your feedback on how we're doing is vital to improving our service!

Name of BLM office: \_\_\_\_\_

Date of visit or service: \_\_\_\_\_

Purpose of visit or contact: \_\_\_\_\_

Please tell us how satisfied you were with the following:

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied	Not Applicable
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1. Providing a Public Room that is easy to find.

**1** **2** **3** **4** **5** **6**

2. Having comfortable and adequate space for public use.

**1** **2** **3** **4** **5** **6**

3. Having adequate parking available.

**1** **2** **3** **4** **5** **6**

4. Providing information and services to meet your needs.

**1** **2** **3** **4** **5** **6**

5. Responding to your information requests in a timely manner.

**1** **2** **3** **4** **5** **6**

6. Having hours of operation that meet your needs.

**1** **2** **3** **4** **5** **6**

7. Working with other Federal, State, or local government agencies, as well as tribal entities, to provide better service.

**1** **2** **3** **4** **5** **6**

8. Overall satisfaction with the service you received.

**1** **2** **3** **4** **5** **6**

Please elaborate on your answers or provide other comments on how we can better serve you:

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OPTIONAL: If you wish to be contacted by your local BLM office, please provide your name and contact information:

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

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